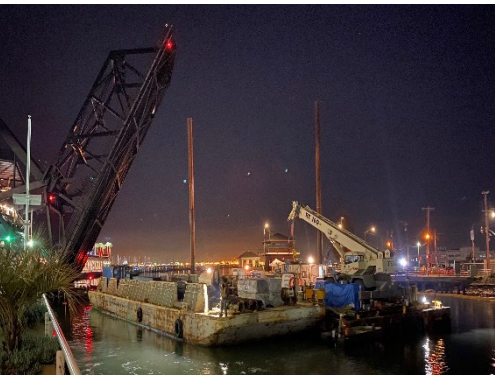




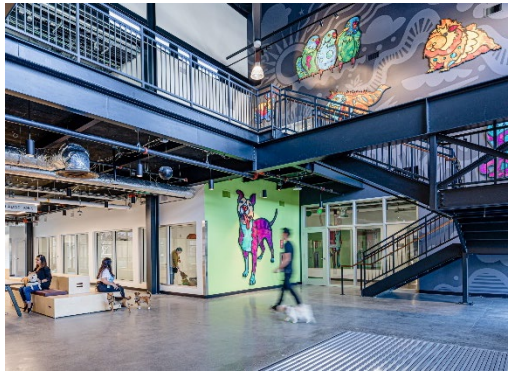
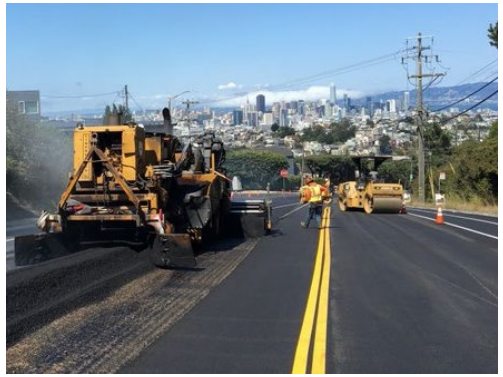


SAN FRANCISCO PUBLIC WORKS

February 26, 2024

Overview of Public Works & 311 Collaboration

Jonathan Vaing, Assistant Superintendent, Bureau of Street Environmental Services
Bryan Wong, 311 IT Project Manager



Agenda

- Overview of 311
- General process flow for 311 service requests (SRs)
- 311 vs. Public Works categories
- Key factors of our successful collaboration

What is SF311?

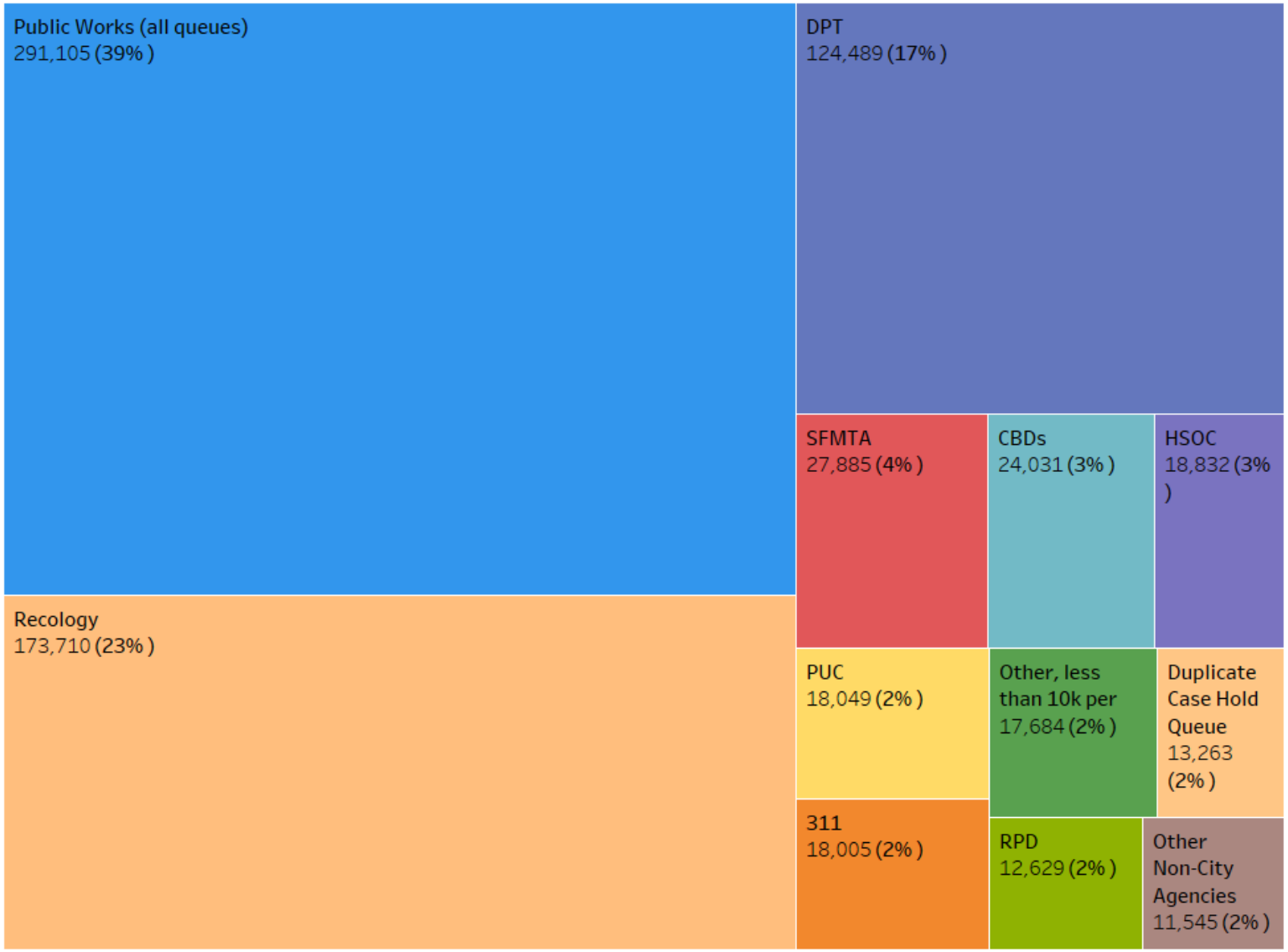
In 2007, the City and County of San Francisco established SF311 to provide an easy-to-remember telephone number that connects residents, businesses, and visitors to Customer Service Representatives ready to help with general government information and services.

General Process Flow for 311 Service Requests



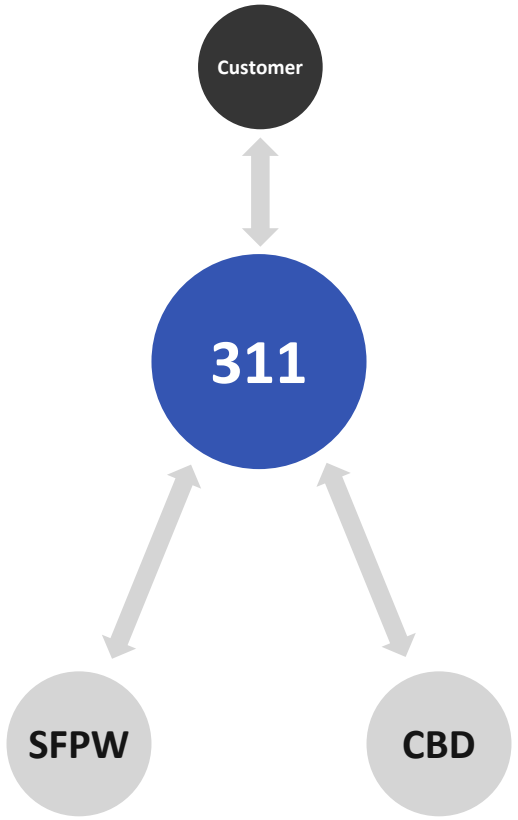
311 Service Requests by Responsible Agency

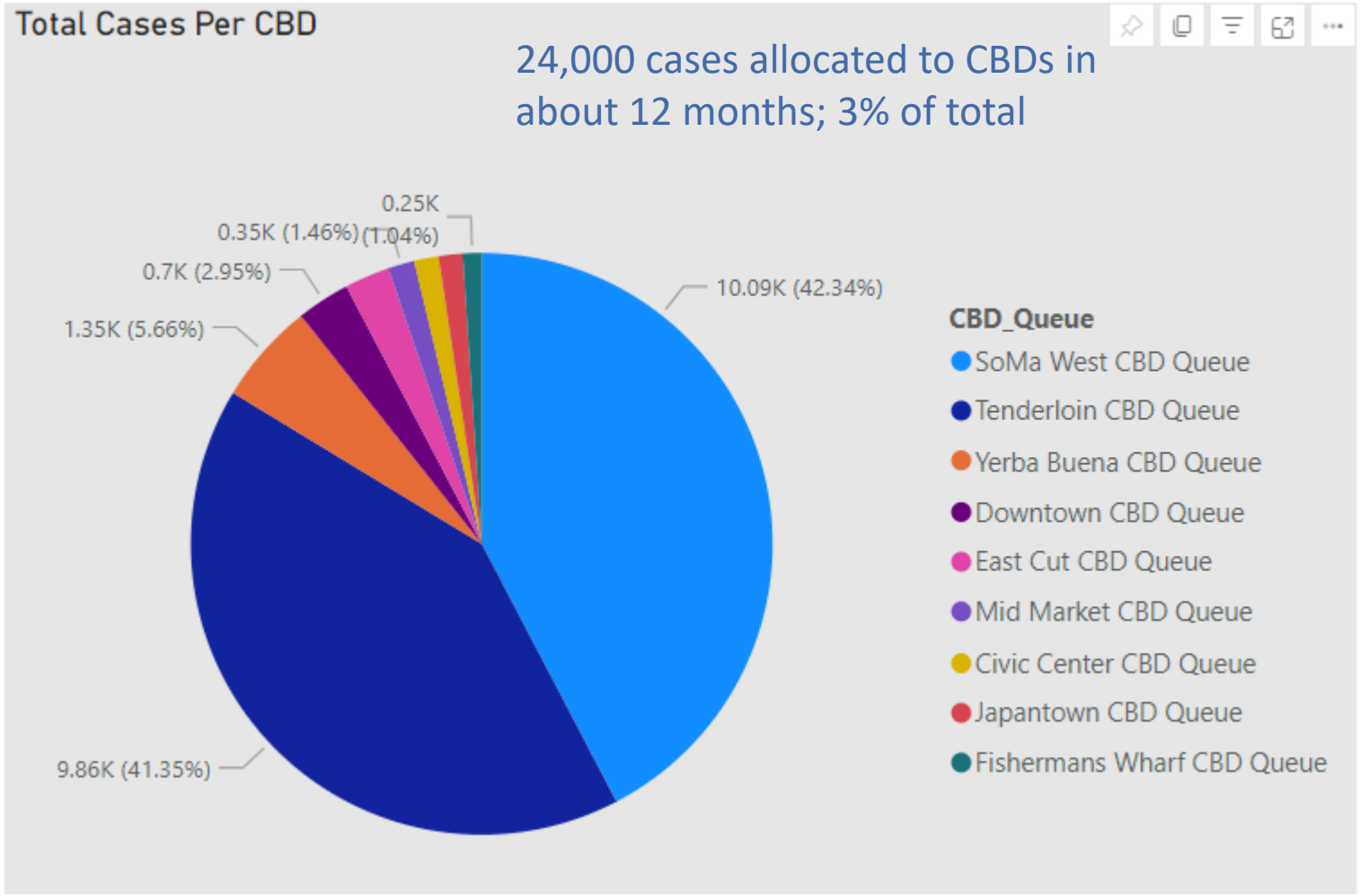
751,227 - **total of service requests received in FY2023**



311 sends select service requests to Community Benefit Districts (CBDs) and reassigns some to Public Works if they exceed service level agreement.

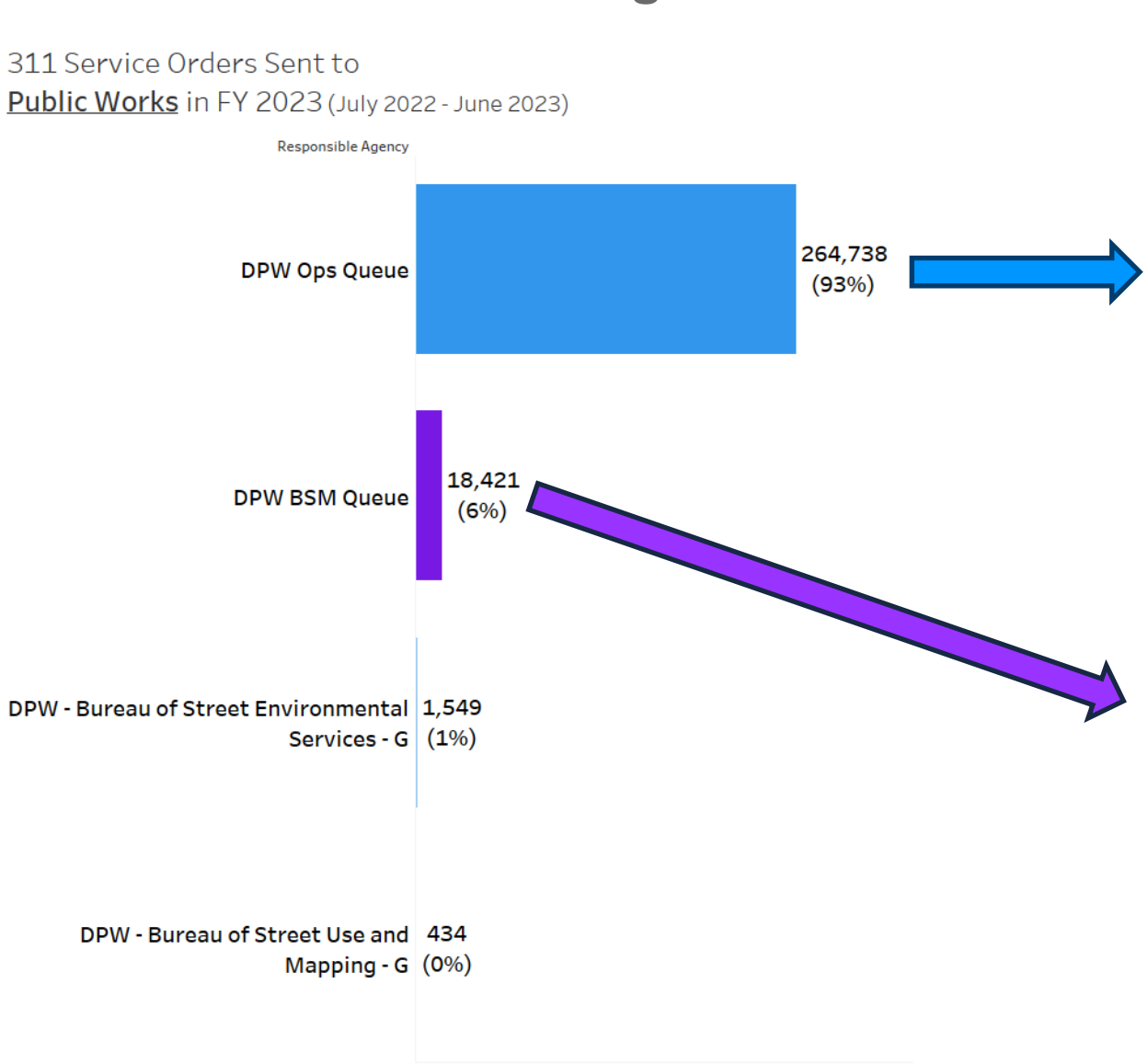
Process Flow of 311 Service Requests for CBDs

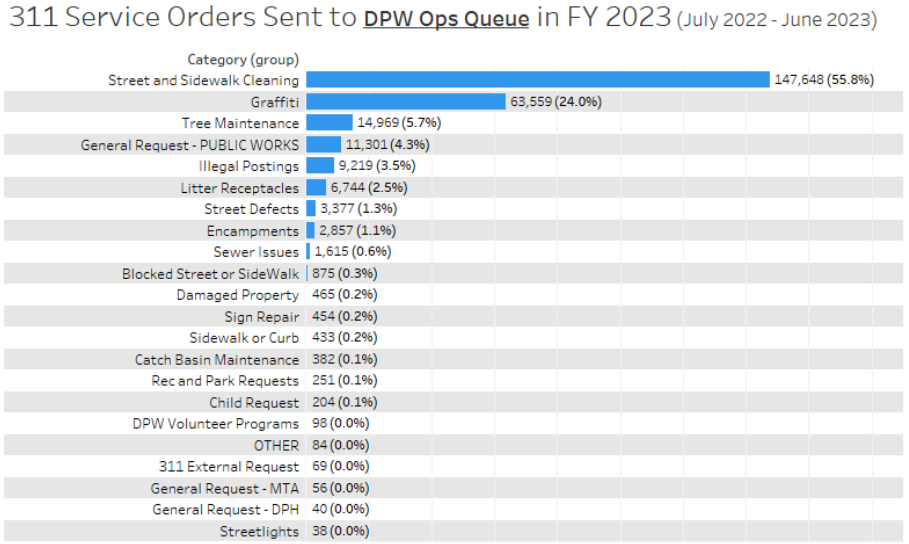


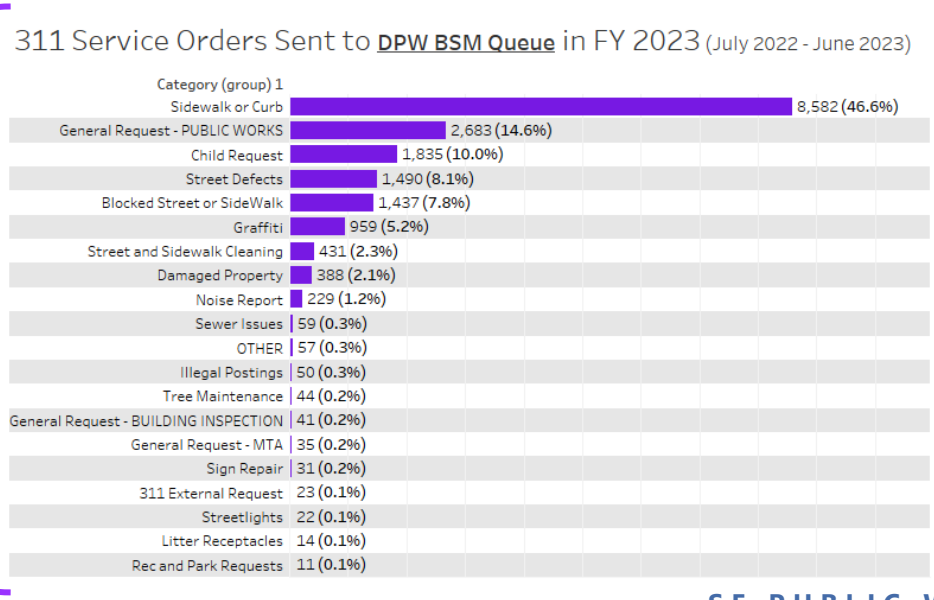


Source: 311 (3/1/23-2/14/24)

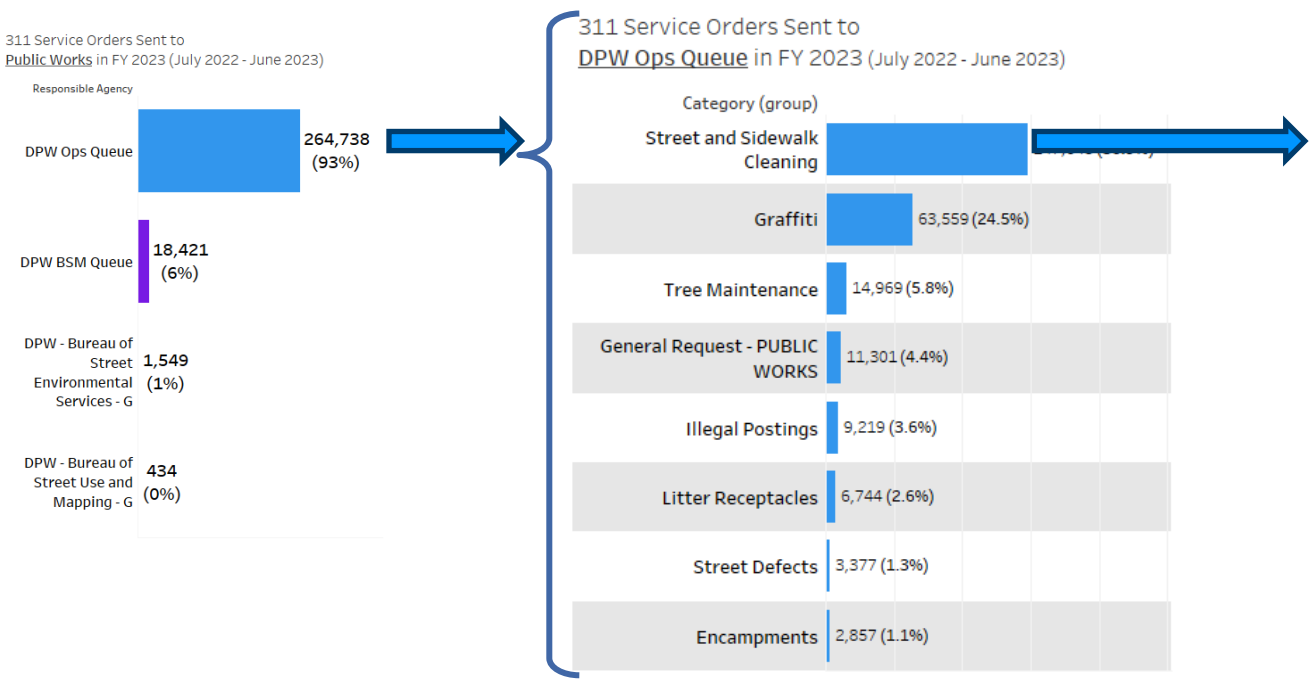
Summary of 311 queues: Most service requests go to the Operations Division of Public Works and some go to the Bureau of Street-use and Mapping

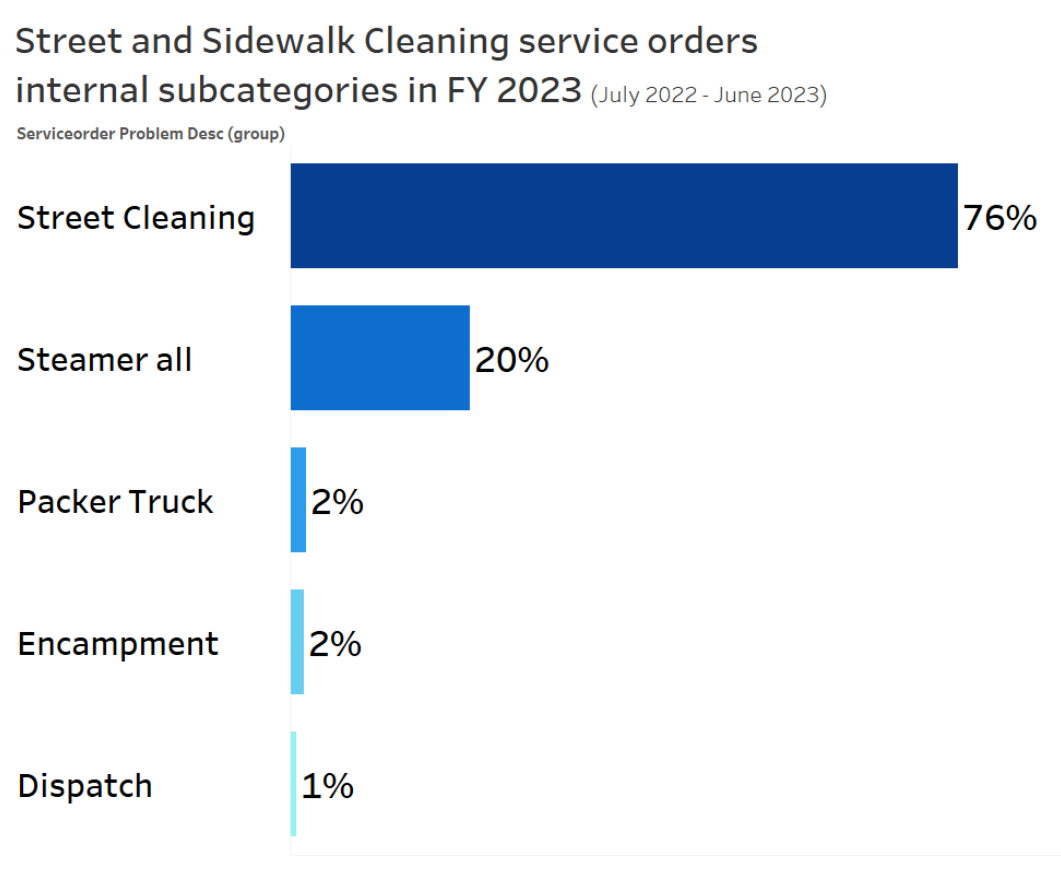






Public Works dispatches 311 service requests internally to the right staff with the right equipment.





Source: 311

Source: Public Works CMMS System

Litter Patrol (street cleaning) - sample

2226244 Street Cleaning - Other loose garbage debris yard waste
Status: In Progress Priority: 4 - Non Urgent
Asset Description: ALAMEDA ST / VERMONT ST | Roadway

2226195 Street Cleaning - Other loose garbage debris yard waste
Status: In Progress Priority: 4 - Non Urgent
Asset Description: HWY 101 NORTHBOUND / I-80 TO HWY 101 RAMP | Roadway

2226169 Encampment
Status: In Progress Priority: 4 - Non Urgent
Asset Description: SAN BRUNO AVE: 15TH ST - 16TH ST | Roadway

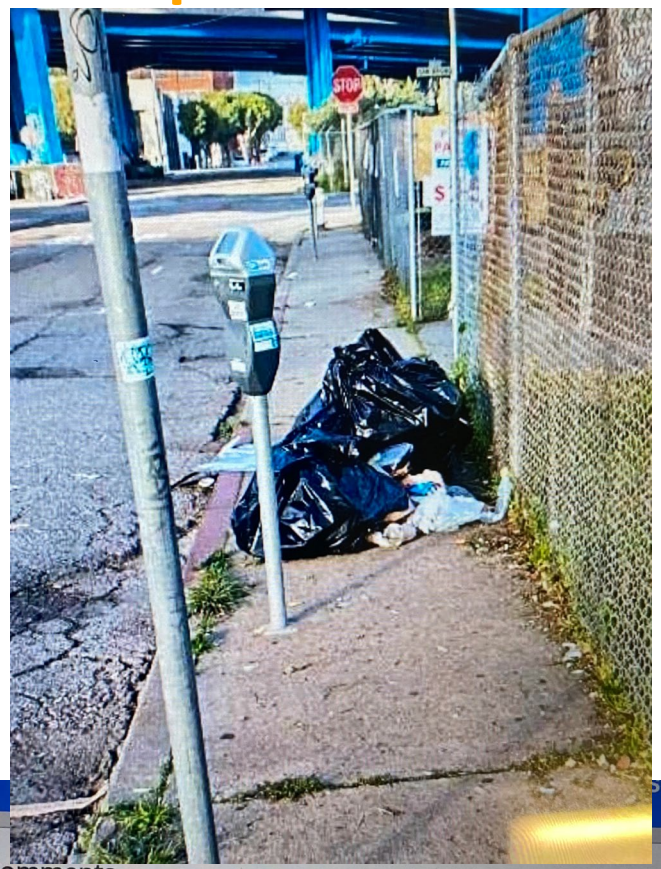
2226163 Encampment
Status: In Progress Priority: 4 - Non Urgent
Asset Description: SAN BRUNO AVE: ALAMEDA ST - 15TH ST | Roadway

2226150 Street Cleaning - Oil paint other liquid spill wet
Status: In Progress Priority: 4 - Non Urgent
Asset Description: 289 POTRERO AVE | Address

2226144 Street Cleaning - Other loose garbage debris yard waste
Status: In Progress Priority: 4 - Non Urgent
Asset Description: 289 POTRERO AVE | Address

2225517 Street Cleaning - Other loose garbage debris yard waste
Status: In Progress Priority: 4 - Non Urgent
Asset Description: 121 WISCONSIN ST | Address

2225484 Street Cleaning - Other loose garbage debris yard waste
Status: In Progress Priority: 4 - Non Urgent
Asset Description: 121 WISCONSIN ST | Address



Comments

HUB Integration (HUB) *02/14/2024 09:22*
Street Cleaning - Other loose garbage debris yard waste: Trash Info from 311 Call Center - Feb 14 2024 9:14AM: The following information was provided: Submitted photo: https://spot-sf-res.cloudinary...

HUB Integration (HUB) *02/14/2024 09:22*
Location Information: Vermont St: Alameda St - LOCATION DESC: Intersection of Vermont St & Alameda St

2226244 - Street Cleaning - Other loose garbage debris yard waste

Service Order

Service Order
2226244
*
Street Cleaning - Other loose garbage debris yard waste

Asset
RWY-23865000
ALAMEDA ST / VERMONT ST | Roadway
*

Type
Corrective

SO Maintenance Department
DPW-BSES
DPW - Bureau of Street and Environmental Services

Safety

Priority
4 - Non Urgent

COMPLETION

Completion Reason

Status
In Progress

Action Code

Failure Code

Problem Code
STCLN
Street Cleaning

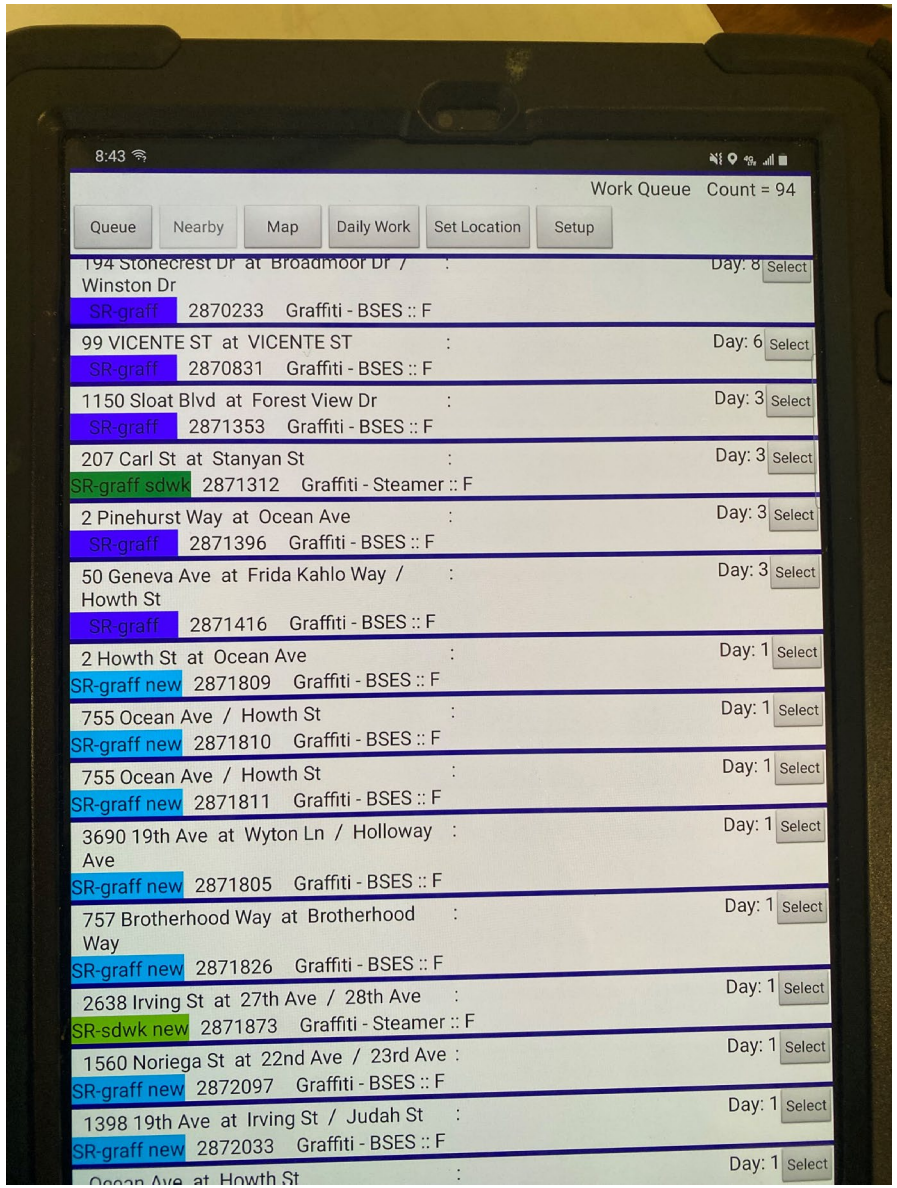
SERVICE ORDER DETAILS

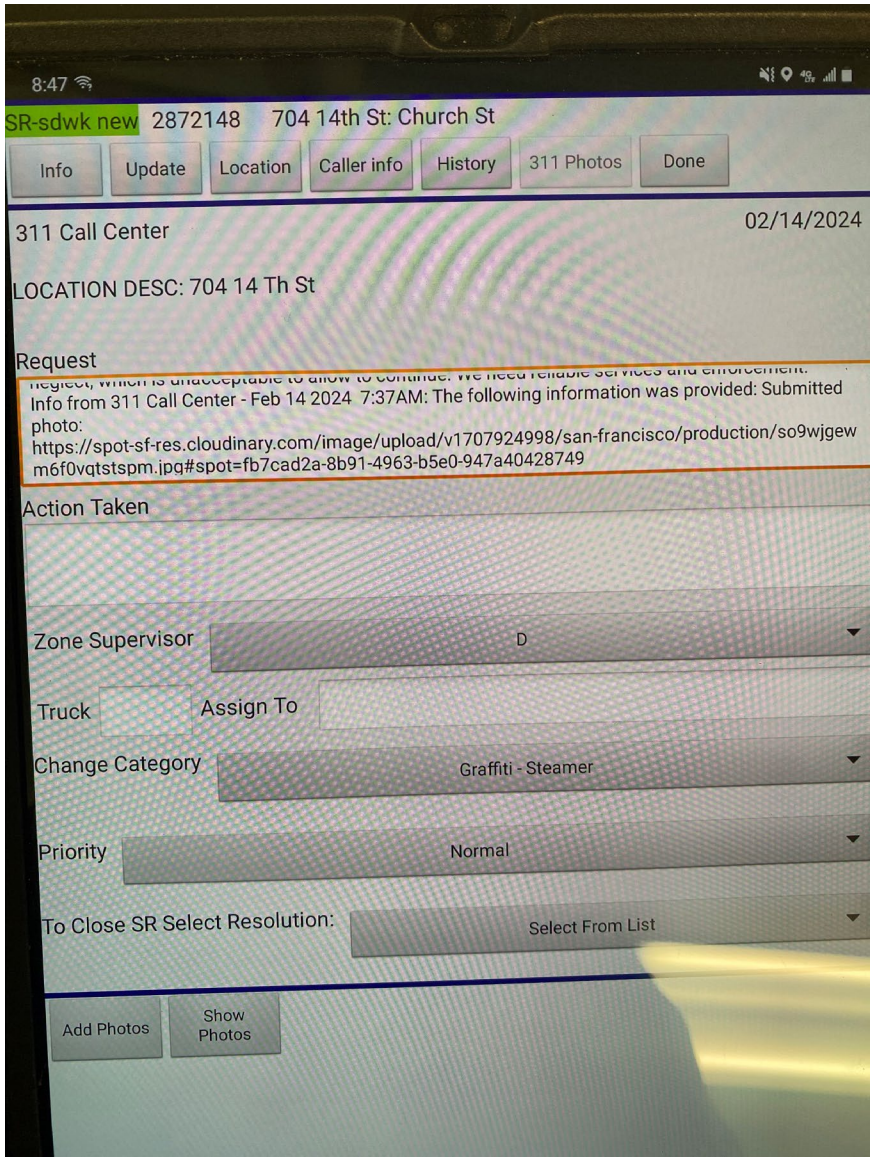
Service Order Template
DPW-BSES-ZONE-ALL
DPW-BSES Zone (All Activities - 311) (Charge to Parent SO 1403554 Only)

Date Reported
02/14/2024 09:22

Service Order Lead
BSES_DAY_ZE_LP2
BSES Day Zone E LP2

Graffiti on public property - sample





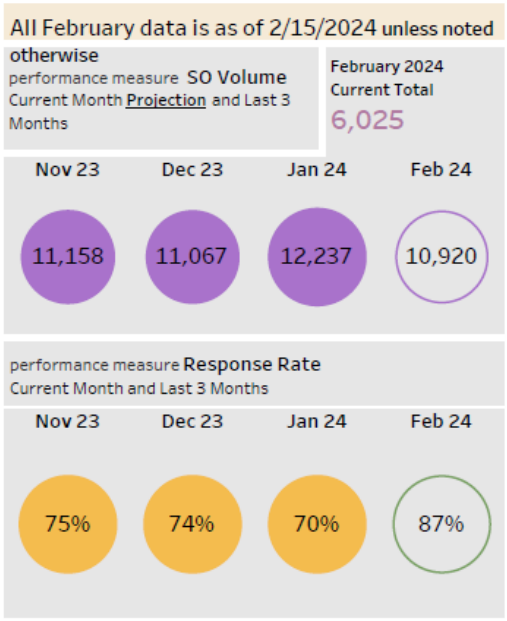


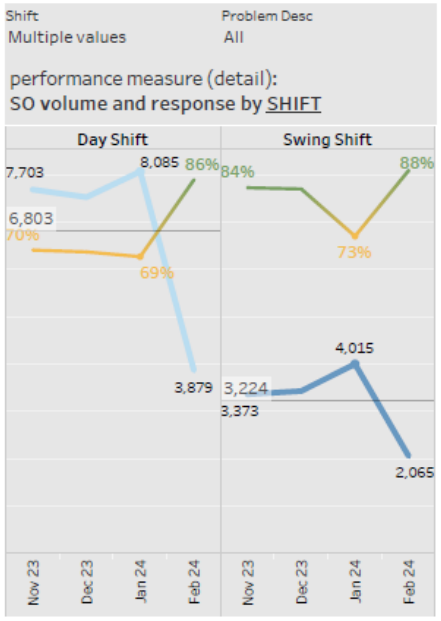


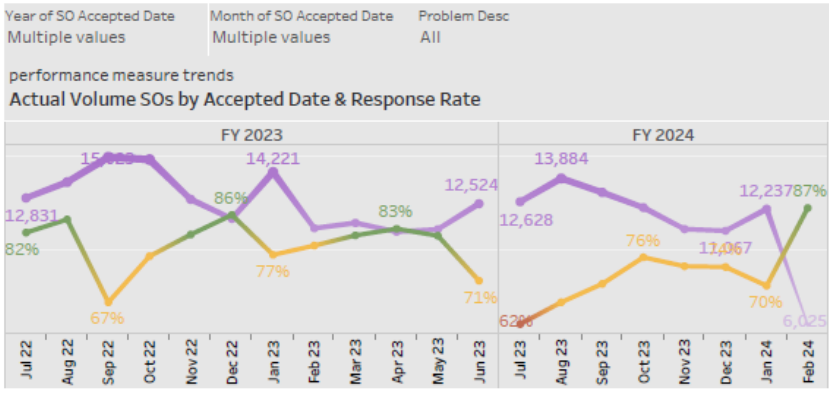
Public Works establishes and tracks Service Level Agreements (SLAs) for most of its services.

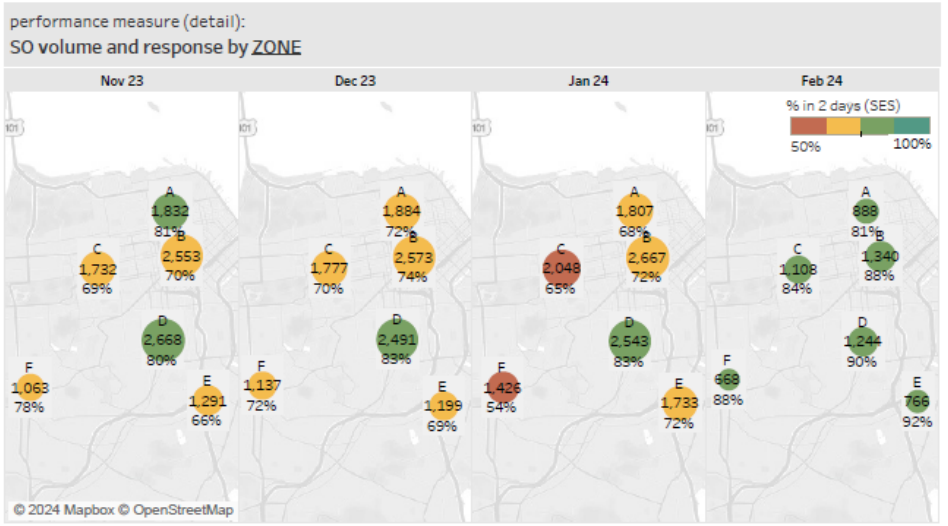
Sample Public Works street cleaning dashboard reviewing volume and response time by month, shift and work zone.

SLA is 48 hours for most of street cleaning requests.

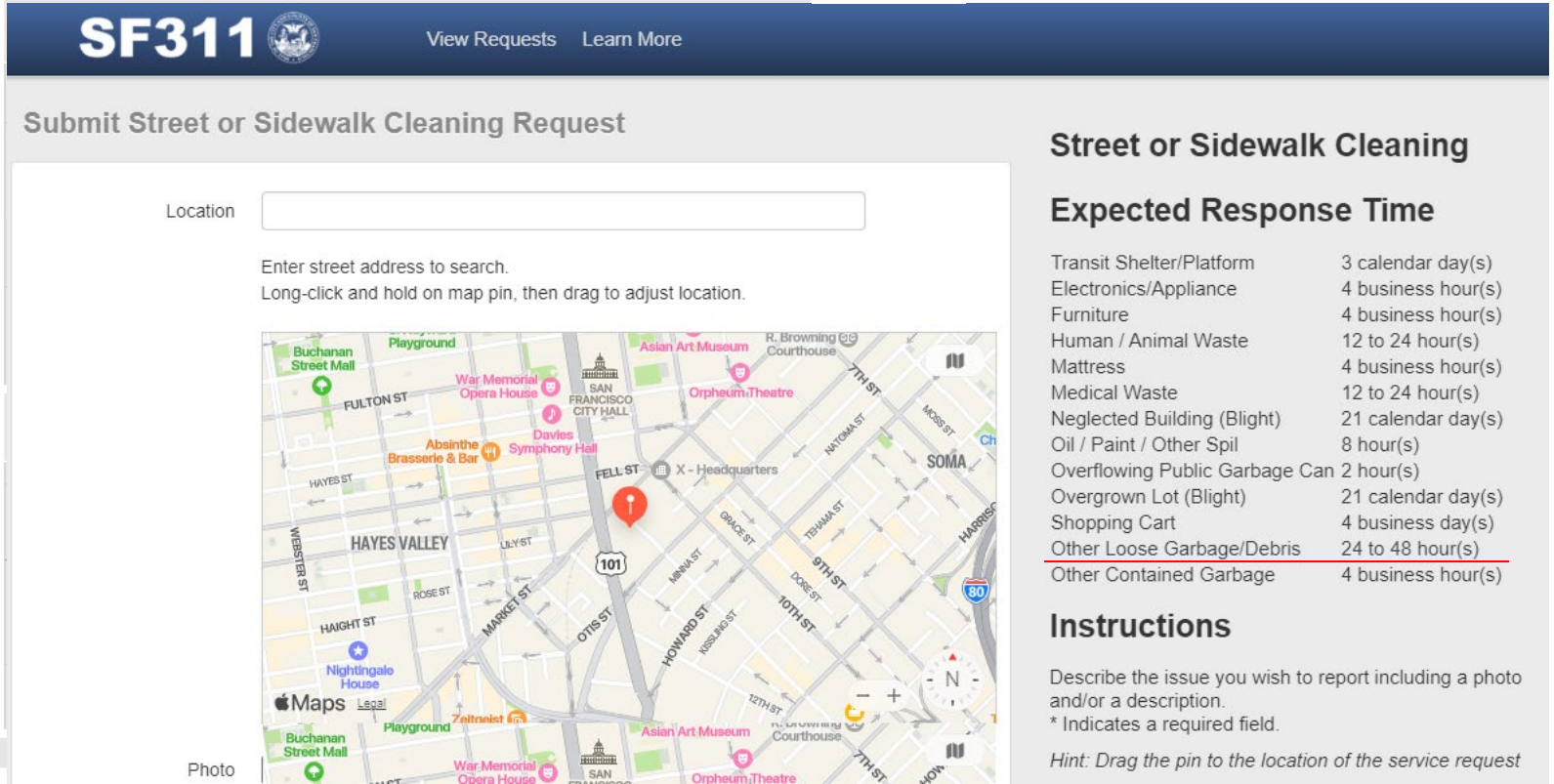








Maintenance - Street Cleaning Key Meas.. (Source Sytem: Data Mart) Run Date 2/16/2024



Key factors of Public Works and 311 successful collaboration:

- Adaptive Communication - 311 supports Public Works' communication with the public pertaining to requests, expectations of services, compliments, distribution of information for projects or initiatives (e.g., StreetTreeSF).

- Technology - The Hub is key for integrating 311 system with our systems. Data can be sent to our staff via our systems using tablets, and data is available for reporting.

- Ensure appropriate triage - 311 cases go to right jurisdiction.

- Prevent escalation of issues through regular meetings and communication with staff.

- Effective problem-solving through timely communication and review of cases; utilize the process to review if cases are taking a long time; 311 contacts Public Works' supervisors directly if immediate attention is needed.

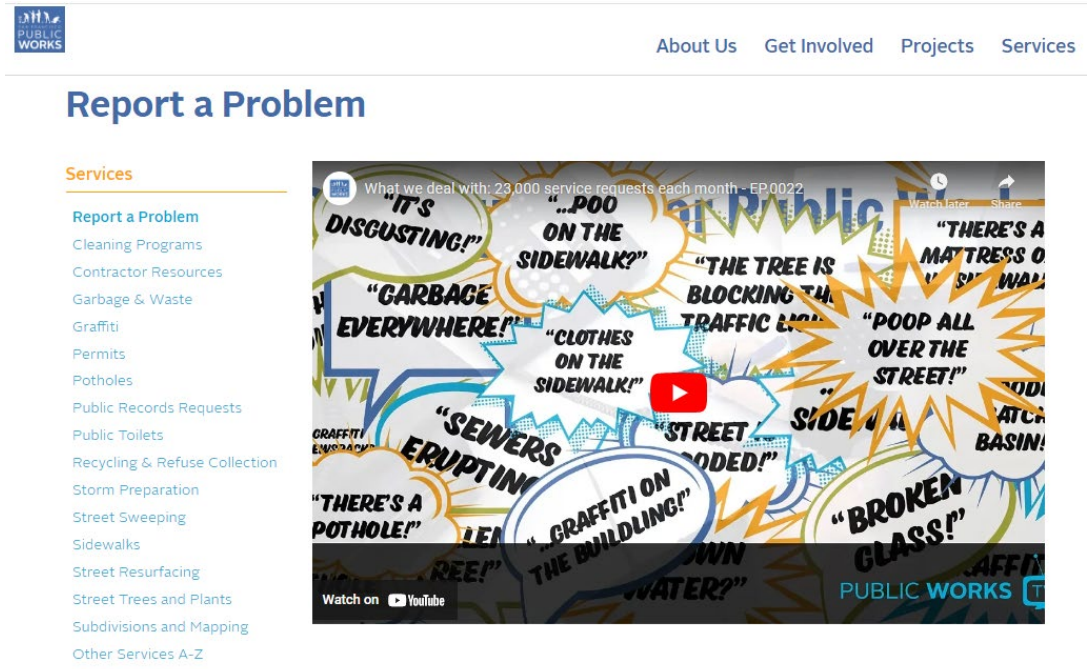
- Significant enhancements over time that impacted our response to cases:
  - Location – to ensure staff is sent to the right place the first time
  - Pictures – document before and after the service request is closed
  - Duplicate cases – created ways to identify and reduce the number of duplicate SRs sent to Public Works

Challenges:

- Keeping up with technology
- 311 use and equity – While 311 has helped Public Works with transparency, accountability and service delivery – it is one of many inputs we use to plan our work and review our performance.
- Ensuring baselines of service are not reduced, while working with CBDs on 311 requests
- Duplicates
- Jurisdictions
- Public expectations

Contact 311 – 24/7

- Mobile App (sf311.org/mobile)
- Website (sf311.org)
- Dial 3-1-1 or (415) 701-2311



You can report a problem to 311 using the Public Works website: https://sfpublicworks.org/services/report-problem



QUESTIONS